

**Cumberland County Library System
Board of Trustees Monthly Meeting Minutes
November 18, 2019**

MEMBERS PRESENT

Paul Fisher, Sherwood McGinnis, John McCrea, Bill Gould, Linda Ries, Jonathan Williams, Kevin Stoner

OTHERS PRESENT

Carolyn Blatchley, Jennifer Martek, Linda Noggle, Vince DiFilippo, Jeff Swope, Sue Erdman, Bonnie Goble, Cindy Thompson

CALL TO ORDER

A regular meeting of the CCLS Board was called to order by President Paul Fisher at 4:00pm in the meeting room of the Cumberland County Library System, Mechanicsburg, PA.

MINUTES & TREASURER'S REPORT

1. PREVIOUS MINUTES

The Library System Board unanimously approved the October 21, 2019 Board meeting minutes.

2. TREASURER'S & FINANCE COMMITTEE REPORTS (JONATHAN WILLIAMS, TREASURER)

The System Board reviewed the following financial statements for the month of October 2019:

- Balance Sheet
- Income and Expense
 - The library system received and distributed the final tax payment for 2019.
 - Interest revenue is up for the year.
- Cash Report
- Accounts Receivable Summary
- Check Register
- Smart Pay Deposit Report

After review of the reports, the Library System Board unanimously moved to file the October 2019 Treasurer's Report for audit.

The System Board reviewed the November 4th Finance Committee Meeting Summary (attachment C)

REPORTS

3. EXECUTIVE DIRECTOR (CAROLYN BLATCHLEY, WRITTEN REPORT)

CUSTOMER SERVICES

Core Library Services – Provide core audiences with quality library services

• **Policy Edited; Board Vote Requested**

“Library Card Services” – Agenda Att. E

The Policy Review team and member library directors drafted changes to the Library Card Services policy. These edits bring the policy in line with current library practices such as removing the need to have a library card to attend programs and specifying that some services, such as Kanopy, may be limited to residents of the County.

This policy revision allows for children living outside Cumberland County to also get a digital services card for access to online databases, but not to check out materials or use library computers.

It clarifies that people with suspended library cards will not have access to borrow materials, and better explains what expired cards are and how they can be renewed. It also moves Expired cards information under a heading formatted to make it more findable for staff.

New statewide library card guidelines came out in 2019 allowing libraries to choose whether or not to charge fees for library cards issued to persons living in areas of the Commonwealth that do not support a local library with tax funds.

In CCLS libraries, annual income from these library cards stays with the library that collects the fee (it does not get forwarded to the home library or the library system), and the amounts were found to be insignificant. Meanwhile the staff time spent to train the complex system of determining which PA residents do and don't pay for library cards, and the time spent correcting errors and retraining, has been significant.

To give some examples, the 5-year annual average income from non-resident fees for all libraries in the system is \$3,513.26 (this includes out-of-state residents, who are not exempt from fees under this edit.)

- Over 5 years, there were no non-residents claiming Shippensburg as their CCLS library.
- In those same 5 years, John Graham cardholders who were not residents paid in a total of \$25, and \$45 came from Amelia Givin cardholders.
- In those same 5 years, about \$1,500 was collected annually from non-residents claiming Bosler as their home library, and \$1070 at Fredricksen.
- While not quantified, managers of circulation desks at all member libraries report confusion and retraining over this fee is a constant battle, using staff time and resources to catch and attempt to correct errors.

The fee creates a barrier to access and is applied inconsistently. It requires using another database and a reference sheet from Commonwealth Libraries to determine, by street address, which out-of-county residents live in an area that does not support public libraries.

Dauphin and Berks county library systems are among the many who have already eliminated this fee. If CCLS changes this policy, residency would continue to be recorded, and those residing outside of the state would still be charged for services

under the proposed policy edits.

- **Wireless Access Points on New Server**

All wireless access points are now connected to a new server using the latest controller software, and new wireless access points are being deployed at all libraries.

- **Fix Applied to Self-Checkouts**

Self-checkout stations were not allowing customers to see or pay the additional \$5 fee for lost materials. A software fix was applied and this issue is resolved.

- **Public Printing Changes**

Working with staff at Simpson Public Library, a print release station was applied which will allow Simpson's customers to manage and pay for their own print jobs from our public internet computers. Working with staff at Fredricksen Library, the public can now use an upgraded printer supplied by the library rather than the standard public printer supplied by the library system.

Library Roles and Initiatives – Explore and evaluate new library service roles and initiatives

- **RFID Demonstration**

Staff members participated in a product demonstration and question-answer period from a viable RFID vendor who demonstrated how the software would work with Sierra and laid out their project management methodology.

Carolyn shared cost proposals from the two viable vendors. She has also asked both vendors for sample contracts and references. Carolyn will be presenting an update at Wednesday's Commissioners' Finance Meeting; Carolyn shared a written copy of her presentation; she will be requesting a six month extension to complete the project.

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

Promote Library Services – Promote the value of library services strategically and effectively

- **Outreach Efforts by CCLS Staff**

Christa Bassett attended two senior expo events and presented at a meeting of retired postal workers to promote STAR services. Jairee Counterman was on the radio station WIOO in Carlisle, talking about library fundraising. Carolyn Blatchley attended a reception at the State Capital to thank Rep. Saylor for his help on increasing the state library budget.

SOUND FINANCIAL MANAGEMENT

Resource Acquisition – Obtain adequate resources

- **County Coordination Aid Plan Submitted**

Each member library director signed off on the County Coordination Aid Plan for 2020. The paperwork was submitted to Commonwealth Libraries. It is attached to the board packet for review as Attachment F.

- **Plans for State Aid Being Completed**

Each member library is working on completing Plans for State Aid no later than November 20. The library system plan, which must be completed by November 27 is a culmination of all the plans submitted from member libraries, and additional sections specific to the administrative unit.

- **Fundraising Training Series Offered In-House**

Jairee Counterman is presenting a training for member library fundraising staff and volunteers called *Securing Additional Programs for EITC Approval* on November 13. This is the 3rd in a series of 4 trainings she developed for this fall.

- **EITC Donation**

The CCLS Foundation received a \$5,000 EITC donation from Pennian Bank.

Resource Management – Manage resources effectively

- **Budget Summary Adjusted and Distributed to Board and Finance Members**

Based on numbers recently obtained from the state, a revised 2020 detailed budget summary was emailed to library directors, CCLS Board members and Finance Committee members. It is attached to the board packet for discussion as Attachment G.

Resource Allocation – Allocate resources equitably

- **November County Funding Distributed to Member Libraries**

The final 2019 county funds were distributed to member libraries according to the funding formula on November 1. This was the last payout in 2019.

LEARNING, INNOVATION & TECHNOLOGY

Leadership – Develop leadership among staff and board members

- **Accepted Resignation (Retirement) of Part-time Copy Cataloger**

CCLS accepted the resignation of Susan Gable, who has been an employee of Cumberland County for 13 years and two more years than that with Amelia Givin Public Library. She is retiring. If voted upon favorably with the Library System board, this position will be taken to the County Salary Board as a request to fill a vacancy. Susan has been a valued member of the cataloging staff, and she will be greatly missed.

- **Attendance at Mental Health First Aid Workshop**

Carolyn Blatchley and Christa Bassett both attended the Mental Health First Aid (Adult) workshop sponsored by the Capital Area Library District.

- **Staff Development Day Held**

Approximately 155 staff members attended the CCLS Staff Development Day event on October 30. The learning topics were Service Animals at the Library and Effectively Dealing with Challenging Individuals.

New Technologies – Embrace new technologies

- **Shoutbomb Text Messaging Services Testing Started**

Library staff have started testing Shoutbomb text messaging service for circulation.

NEW BUSINESS

4. VOTE TO APPROVE LIBRARY CARD SERVICES POLICY REVISIONS (CAROLYN BLATCHLEY)

On a motion by Kevin Stoner, seconded by John McCrea, the Library System Board unanimously approved the policy revision proposed in the Executive Director's Report: 1) Library Card Services policy.

5. 2020 PROJECTED SYSTEM LEVEL BUDGET (CAROLYN BLATCHLEY)

The 2020 Projected System Level Budget was reviewed and recommended by the Finance

Committee. The budget was reviewed, discussed and tabled at the October CCLS Board Meeting. Since that time, the state has finalized the exact amount that CCLS will be receiving; it is \$213.00 more than we projected. The budget has been updated to reflect this amount. The only other adjustment since October was a line item for general building maintenance costs for system headquarters; we recently learned that we are responsible for these costs.

On a motion by Kevin Stoner, seconded by Jonathan Williams, the Library System Board unanimously approved the 2020 Projected System Level Budget.

6. VOTE TO REQUEST CUMBERLAND COUNTY SALARY BOARD ACTION RELATED TO FILLING STAFF VACANCY (CAROLYN BLATCHLEY)

On a motion by John McCrea, seconded by Jonathan Williams, the Library System Board unanimously voted to request the Commissioners' Salary Board take action to fill the staff vacancy in the part-time Cataloging position.

7. STRATEGIC PLANNING (CAROLYN BLATCHLEY)

The current plan was written to cover the years 2013-2017. Following this time period, the library system continued to use it as a guiding document, along with the consensus building outcomes. At this point however, the strategic plan has become mostly irrelevant.

Carolyn's vision for the library system's strategic plan is to determine how to best support member libraries in their strategic plans. The function of System Headquarters is to work directly with and service member libraries, rather than the public. Public surveys should not be necessary; member libraries have already done a great deal of public research in developing their own strategic plans. Carolyn has begun to research potential consultants to lead the strategic planning process. She has reached out to other library systems for recommendations. The amount budgeted for a consultant (\$15,000) may not be sufficient. Also, some of the recommended consultants have a lengthy waiting list for new clients.

The Board expressed support of utilizing a consultant to develop a new strategic plan as a priority project for 2020. The Board recommended that Carolyn ask consultants what they would be willing to do for CCLS for \$15,000.

8. BOARD OFFICERS (CAROLYN BLATCHLEY)

Bylaws require elections for Board Officers to be held in January. All current officers are eligible to continue. A nominating committee should be formed at the December meeting.

UPDATES

9. NEWS FROM COUNTY COMMISSIONERS (VINCE DIFILIPPO)

News from Cumberland County was shared.

10. NEWS FROM VISITORS

News from member libraries was shared.

ADJOURNMENT

There being no further business, the meeting was adjourned at 5:10pm. The next meeting of the Cumberland County Library System will be held on Monday, December 16th at the Cumberland County Library System's headquarters office at 4:00pm.

MEETING DATES REMINDER:

CCLS Board Meetings

(4:00pm, 3rd Monday monthly)

- 12/16/2019
- 1/13/2020 (exception)
- 2/10/2020 (exception)
- 3/16/2020
- 4/20/2020
- 5/18/2020
- 6/15/2020
- 7/20/2020
- 8/17/2020
- 9/21/2020
- 10/19/2020
- 11/16/2020
- 12/21/2020

CCLS Finance Committee

(4:00pm, Mondays, as needed)

- 2/3/2020
- 8/31/2020
- 11/2/2020